



**FCC Summary Log
For
Internet Protocol (IP) Relay Service
Reports IP-Relay and i711 Relay Activity
June 1, 2010 to May 31, 2011**

Number of Complaints received from June 1, 2010 to May 31, 2011

June '10	July '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11
1	0	4	1	1	1	2	0	1	0	1	1

The total Number of Complaints for this reporting period was 13. Complaints are followed up and resolved in a timely manner. Summary log on following pages.

Tracking Number	Origin	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00162270	IP Relay	6/23/2010	Complaint	Service Issue: Operator	I was on the receiving end of a relay call with you RO# 90476F, she was rude, could not speak clearly, and was definitely not a fast enough typer.	6/25/2010	CA typing scores exceed minimum. CA coached on pronunciation and typing speed on live calls.
00166838	i711	8/2/2010	Complaint	Service Issue: Process	I keep getting hung up by the i711 relay operator on a number of occasions before the 30 second time interval is up.	8/2/2010	CCR explained disconnect rule for non-responsive text customer. All CAs monitored to ensure they do not hang up prematurely.
00167176	i711	8/3/2010	Complaint	Service Issue: Operator	Customer emailed saying CA read numbers incorrectly and was a slow typist	8/5/2010	CA typing tests exceed minimum. CA coached to focus and type quickly on live calls.
00168877	i711	8/17/2010	Complaint	Service Issue: Operator	CA inappropriately hung up call when caller's option unavailable on recording	8/18/2010	CA coached on correct call process.
00170260	IP-Relay	8/26/2010	Complaint	Service Issue: Operator	Slow typing	8/27/2010	CA typing exceeds minimum requirement. CA coached to always type quickly on live calls.
004174836	IP Relay	9/30/2010	Complaint	Service Issue: Operator	Operator speaks too quickly when I'm expected to write information that caller is dictating to me. When I asked her to slow down, she would not help.	10/1/2010	CA coached to speak slowly and clearly and to follow customer instructions.
00175208	IP-Relay	10/4/2010	Complaint	Service Issue: Operator	CA mishandled call, did not follow instructions	10/5/2010	CA coached and required to attend side-by-side coaching and training
00179700	IP-Relay	11/3/2010	Complaint	Service Issue: Operator	Customer reported that CA took over call to business that had hung up on them.	11/5/2010	CA reprimanded for involvement. Although well-intentioned, to try

							and get business to accept the call, CA cannot take control.
00185309	I711	12/13/2010	Complaint	Service Issue: Operator	Customer reported that after 5 hours on a call, CA disconnected.	12/17/2010	CCR contact customer for additional information, including CA number. Customer did not reply.
00187974	I711	12/29/2010	Complaint	Service Issue: Operator	CA failed to follow customer instructions on recording and hung up on recording.	12/31/2010	CA coached to follow instructions and remain on recordings as long as customer wishes to.
00192856	I711	2/9/2011	Complaint	Service Issue: Operator	CA difficult to understand	2/9/2011	CA was provided with vocal coaching
00201149	I711	4/13/2011	Complaint	Service Issue: Operator	Customer complained that CA was slow typist	4/15/2011	CA's typing exceeds minimum but CA coached to always type quickly on calls.
00204889	I711	5/11/2011	Complaint	Service Issue: Operator	Customer complained that CA was difficult to understand.	5/13/2011	CA was given vocal coaching